

## Troubleshooting: Access Type in the MiTEAM Fidelity Web Application.

**The type of access that each MiTEAM Fidelity Web Application user has within the MiTEAM Fidelity Web Application is based on the User Groups they are coded for in MiSACWIS.**

### Wrong Access Type in the MiTEAM Fidelity Web Application

If you believe that someone does not have the access that they should, please use the following steps to resolve the issue:

1. Did the individual change positions or how they were coded in MiSACWIS AFTER 12:00AM on Day 1 of the current Quarter?
  - a. If no, move to instruction #2.
  - b. If yes, their access should be correct next quarter. Complete Instructions #2-4 just in case.
2. Review MiSACWIS Information for the individual(s) to ensure the following:
  - a. County/agency/district information is up to date and accurate.
  - b. They are coded for the correct MiSACWIS User Group for the necessary MiTEAM Fidelity Web Application Access Type. *(See Access Types and MiSACWIS User Groups below.)*
  - c. Their MiSACWIS User Group(s) are correct for the program(s) they are in.
  - d. They are not coded for any additional User Groups in MiSACWIS that they should not be.
  - e. The correct workers are assigned to the correct supervisor.
  - f. All information in MiSACWIS is updated for this individual.
3. If necessary, update MiSACWIS Information for the individual. This may include submitting a new DHS-817. *(See chart below with specific MiTEAM Fidelity Web Application Access Types and MiSACWIS User Groups)*

**NOTE:** Updates in MiSACWIS will not automatically be reflected in the MiTEAM Fidelity Web Application. Changes will be reflected in the next quarter.

4. Sign in to the MiTEAM Fidelity Web Application as soon as possible at the beginning of the next quarter to see if Access Type is corrected.
5. If Access Type is still incorrect and no additional changes occurred after 12:00AM Day 1 of the new Quarter, contact Administrators on the Contact Page of the MiTEAM Fidelity Web Application.

### Access Types and MiSACWIS User Groups

The chart below shows each of the MiTEAM Fidelity Application Access Types and the MiSACWIS User Groups that give a user those Access Types.

**IMPORTANT NOTE:** For technical and coding reasons, there may be MiSACWIS User Groups listed that are not one of the programs currently required to complete MiTEAM Fidelity Tools. Please refer to MiTEAM Fidelity Training, MiTEAM Fidelity Guide, and MiTEAM Fidelity Local Office Experts for current requirements.

MiTEAM Fidelity Web Application Access Type	MiSACWIS User Groups with this MITEAM Fidelity Web Application Access Type.
Local Administrative Manager	Adoption private director Child Foster Care private director Adoption Manager Children Protective Service Manager Director Maltreatment In Care (MIC) regional supervisor Child Foster Care Manager
Reviewer / Supervisor Eligible for SuperLAM	Adoption private supervisor Child Foster Care private supervisor Child Foster Care supervisor Adoption supervisor Provider Management Private Supervisor Children Protective service supervisor Provider Management Supervisor Maltreatment In Care (MIC) supervisor
Read-Only: Individual Level	Adoption private specialist Child Foster Care private specialist Provider Management Private Specialist Adoption specialist Child foster care specialist Children protective service specialist Provider Management Specialist Maltreatment In Care (MIC) specialist <b>NOTE: Must be primary case worker based on the case assignment.</b>
Read Only: County/agency/district Level	MiTEAM Specialist
Read-Only: Regional Level	Business Service Center (BSC) Analyst Business Service Center (BSC) Director
Read-Only: State Level	Continuous Quality Improvement Family Team Meeting Facilitator <b>NOTE: Family Team Meeting Facilitator is the MiSACWIS User Group for MiTEAM Analysts.</b>
Administrator	Continuous Quality Improvement